

# City of Milwaukee Employee Assistance Program Workshops/In-services

- **EAP recommends facilitation of workshop titled “Your Employee Assistance Program” to work group before more topical In-services are scheduled.**

Workshop Title: **Your Employee Assistance Program: *An introduction to Available Services***  
Duration: 30 minutes  
Audience: Either management or non-management  
Learning Objectives: 1) Participants will understand the purpose and goals of the Employee Assistance Program.  
2) Audience will learn scope of available assistance  
3) Audience will learn how to access services

Workshop Title: **Conflict Resolution: *Not all Conflict is bad***  
Duration: 1 hour  
Audience: Either management or non-management  
Learning Objectives: 1) Conflict is NOT inherently negative or to be avoided  
2) Participants will learn that creative solutions are often spurred by conflict when positive interpersonal skills problem-solving are applied.

Workshop Title: **Assertiveness Training: *A Guide to getting what you Want and Need.***  
Duration: 1 hour  
Audience: Either management or non-management.  
Learning Objectives: 1) Participants will identify their own interpersonal pattern as passive, assertive and/or aggressive.  
2) Participants will learn to differentiate between “passive”, “assertive” and “aggressive” interpersonal patterns.  
3) Participants will learn essential skills associated with assertiveness.

Workshop Title: **Reflective Listening: *How to listen effectively***  
Duration: 1 hour  
Audience: Either management or non-management  
Learning Objectives: 1) Participants will learn the effectiveness of “active listening” in ensuring accurate communication and report building.  
2) Verbal and non-verbal skills essential to “active listening.”

Workshop Title: **Time Management: *Making the Best Use of It***  
Duration: 1 hour  
Audience: Either management or non-management  
Learning Objectives: 1) Audience will learn procrastination busting tips.  
2) Participants will obtain prioritizing tools and  
3) understand the importance of effective scheduling in best managing one’s time.

Workshop Title: **My Budget: *Creating a Personal/Home Financial budget***  
Duration: 1 hour  
Audience: Either management or non-management  
Learning Objectives: 1) Participants will learn the benefits of establishing a personal budget  
2) Audience will learn steps needed in creating a personal financial budget.

Workshop Title: **Workplace negativity: *Addressing Poor Employee Morale***  
Duration: 1 hour  
Audience: **Management/Supervisors Only**  
Learning Objectives: 1) Participants will learn how employee’s perception of *confidence, control* and sense of *community/team* impacts morale.  
2) Participants will learn how to “spot” workplace negativity.  
3) Identification of common causes that lead to workplace negativity.  
4) Audience will learn tips on how to improve and prevent workplace negativity.

Workshop Title:	<b>Work stress: <i>Surviving a Stressful Job</i></b>
Duration:	1 hour
Audience:	Either management or non-management
Learning Objectives:	<ol style="list-style-type: none"> <li>1) Audience will gauge their own degree of "job burn out" via a quiz</li> <li>2) Participants will learn common factors associated stressful jobs</li> <li>3) Participants will learn to how apply healthy self-care and problem solving in minimizing stress that is inherent to their job</li> </ol>
Workshop Title:	<b>Work Stress: <i>Coping with Organizational Changes</i></b>
Duration:	45 minutes
Audience:	Either management or non-management
Learning Objectives:	<ol style="list-style-type: none"> <li>1) Participants will understand negative consequences of stress on the "three B's" (Brain, Body, Behavior).</li> <li>2). Audience will obtain information regarding normal reactions and phases associated with adjusting to change</li> <li>3). Audience will obtain tips and self care strategies to mitigate negative stress</li> </ol>
Workshop Title:	<b>Depression: <i>In the Workplace</i></b>
Duration:	1 hour
Audience:	Either management or non-management
Learning Objectives:	<ol style="list-style-type: none"> <li>1) Participants will gain information on current Clinical Depression trends</li> <li>2) Audience will learn common signs and symptoms of Depression</li> <li>3) Audience will learn useful "antidepressant skills" to guard against Depression.</li> </ol>
Workshop Title:	<b>Mental Health in the Workplace: <i>An Overview</i></b>
Duration:	1 hour
Audience:	Either management or non-management
Learning Objectives:	<ol style="list-style-type: none"> <li>1) Audience will obtain information on most common mental health disorders and their impact in the workplace</li> <li>2) Audience will learn common mental health "red flags"</li> <li>3) Participants will learn about "protective factors" that maintain healthy mental health.</li> </ol>
Workshop Title:	<b>Job Satisfaction: <i>How to Make Work More Personally Rewarding</i></b>
Duration:	1 hour
Audience:	Either management or non-management
Learning Objectives:	<ol style="list-style-type: none"> <li>1) Audience will actively evaluate their personal life and job for overlapping areas of positive and negatives impacts.</li> <li>2) Audience will be coached in maximizing positives in improving motivation that adds meaning to their work.</li> <li>3) Participants will be challenged toward developing an action plan that leverages personal and job factors in improving overall job satisfaction.</li> </ol>
Workshop Title:	<b>Customer Service: <i>Dealing with Difficult Customers</i></b>
Duration:	1 hour
Audience:	Either management or non-management
Learning Objectives:	<ol style="list-style-type: none"> <li>1) Participants will identify key "Do's" and "Don'ts" to customer service.</li> <li>2) Audience will be able to identify and learn how to avoid common pitfalls in dealing with particularly challenging customers/clients.</li> </ol>
Workshop Title:	<b>Challenging Boss Survival Guide</b>
Duration:	1 hour
Audience:	<b>Non-management Only</b>
Learning Objectives:	<ol style="list-style-type: none"> <li>1) Participants will be able to identify specific challenging boss "types."</li> <li>2) Participants will be challenged to identify the type of "currency" a specific boss type values and leverage this knowledge in the participant's work and encounters.</li> </ol>

Workshop Title:	<b>Visual Brainstorming/Problem Solving: Use of Mind Mapping and Consequence Wheels</b>
Duration:	1 hour
Audience:	Either Management or Non-management
Learning Objectives:	<ol style="list-style-type: none"> <li>1) Attendees will learn the use of visual brainstorming/problem solving.</li> <li>2) Participants will learn how to create their own Mind Maps and Consequence Wheels to better problem solve and brainstorm.</li> </ol>
Workshop Title:	<b>Stress Reduction: Mindfulness, Relaxation and Imagery</b>
Duration:	1 hour
Audience:	Either Management or Non-management
Learning Objectives:	<ol style="list-style-type: none"> <li>1) Participants will learn about the mind-body connection as it relates to stress and overall wellbeing</li> <li>2) Audience will learn various stress reduction tools that include: Mindfulness, breath work, progressive muscle relaxation and imagery.</li> </ol>
Workshop Title:	<b>Suicide Prevention: QPR Gatekeeper Training</b>
Duration:	1 hour
Audience:	Either Management or Non-Management
Learning Objectives:	<ol style="list-style-type: none"> <li>1) Audience will become aware of suicide prevalence, risks and warning signs</li> <li>2) Audience will explore common myths associated with suicide</li> <li>3) Participants will learn how to <b>Q</b>uestion, <b>P</b>ersuade and <b>R</b>efer an at risk individual for help</li> </ol>
Workshop Title:	<b>Managing Through Organizational Change: Bridge Model</b>
Duration:	1 hour
Audience:	<b>Management/Supervisors Only</b>
Learning Objectives:	<ol style="list-style-type: none"> <li>1) Audience will learn about the three “<i>Bridge</i>” stages of organizational change.</li> <li>2) Participants will learn about common behaviors and emotions related to each stage of the transition.</li> <li>3) Participants will learn interventions tips to better assist their direct reports through an organizational change successfully.</li> </ol>
Workshop Title:	<b>Professionalism: Not Just a Title and a Tie</b>
Duration:	1 hour
Audience:	<b>Either Management or Non-management</b>
Learning Objectives:	<ol style="list-style-type: none"> <li>1) Audience will learn about professionalism as it applies to specific and key work behavior traits.</li> <li>2) Participants will discuss and identify a personal professional development plan.</li> </ol>
Workshop Title:	<b>Compassion Fatigue: Building Resiliency</b>
Duration:	1 hour
Audience:	<b>Either Management or Non-management</b>
Learning Objectives:	<ol style="list-style-type: none"> <li>1) Audience will obtain a working definition of Compassion Fatigue.</li> <li>2) Participants will learn of the “<i>Big Three</i>” symptoms of Compassion Fatigue.</li> <li>3) Participants will learn of the specific stages of Compassion Fatigue,</li> <li>4) Identify additional characteristics that place one at risk, and</li> <li>5) Learn healthy coping tips toward building <i>Resiliency</i>.</li> </ol>
Workshop Title:	<b>Anger Management: Made easy</b>
Duration:	1 hour
Audience:	<b>Either Management or Non-management</b>
Learning Objectives:	<ol style="list-style-type: none"> <li>1) Audience will learn what “anger” is, what causes it, and when anger becomes a problem.</li> <li>2) Participants will learn how our thoughts impact anger, its impact on our feelings, and body.</li> <li>3) Identify changes in behavior to better manage anger.</li> </ol>
Workshop Title:	<b>Building Emotional Resiliency: Learning Through adversity</b>
Duration:	1 hour
Audience:	<b>Either Management or Non-management</b>
Learning Objectives:	<ol style="list-style-type: none"> <li>1) Audience will learn what “emotional resiliency” is.</li> <li>2) Participants will learn what the common characteristics of emotionally resilient people are.</li> <li>3) Participants will learn ingredients toward building emotional resiliency.</li> </ol>

Workshop Title: **Alcohol/Substance Misuse: In the Workplace**  
Duration: 1 hour  
Audience: **Either Management or Non-management**  
Learning Objectives: 1) Participants will learn facts about alcohol/substance misuse in the workplace.  
2) Participants will learn when use becomes a problem and addiction.  
3) Identify common myths related to alcohol/substance misuse.  
4) Learn common “roadblocks” to seeking help.  
5) Participants will learn about the addiction and recovery cycle.

Workshop Title: **Mental Illness: Truths and Myths**  
Duration: 1 hour  
Audience: **Either Management or Non-management**  
Learning Objectives: 1) Audience will learn truths about depression, anxiety, and psychosis.  
2) Audience will discuss commonly held misperceptions on mental illness.

Workshop Title: **P.E.R.M.A: The Secret Sauce for Lasting Happiness**  
Duration: 1 hour  
Audience: **Either Management or Non-management**  
Learning Objectives: 1) Audience will learn the elements of P.E.R.M.A in creating happiness  
2) Audience will discuss how to actualize these ingredients toward maintaining lasting happiness.

- **Please contact the EAP Coordinator at 414-286-3145 to schedule or inquire about available workshops that may not yet be listed. All workshops are sponsored by the EAP Department and facilitated by the EAP Coordinator.**